AMC 4

A Mitel Company

Admin User Guide for Blackberry

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1 Welcome to Aastra

Thank you for choosing this Aastra Mobile Client product. Our product meets the strictest requirements with regard to quality and design. The following user's guide will assist you in using the Aastra Mobile Client (AMC 4) application and answer most of the questions that may arise. If you require further technical support or information about other Aastra products, please refer to our website at http://www.aastra.com. It provides additional notes and hints on the product.

1.1 Overview

The Aastra Mobile Client brings system telephony features to your mobile telephone. It takes just a few steps to install after which the AMC can be used immediately and conveniently without spending too much time learning it.

1.2 Fixed Mobile Convergence

Fixed Mobile Convergence (FMC) is the integration of mobile telephones into the fixed-line communications system of a company. The Aastra Mobile Client software (AMC) allows you to access the Aastra communications system services from your mobile phone, enabling complete integration with the communications system as a normal extension.

- Use your mobile phone with the Aastra communications system - the familiar communications environment accompanies you around the world and is always available.
- Switch at any time from mobile telephone to system telephone - even in the middle of a call. Depending on the situation, select the mobile telephone or stationary system telephone - accessible worldwide - with the best audio quality.
- Always be accessible under one single number - free people calling you from having to keep track of several network and call numbers.

2 Introduction to the User Guide

This user's guide describes the AMC application. You will find the user's guide and other documents for your application at:
www.aastra.com or www.aastra.com/docfinder.

For more information please refer to the documentation or to your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your product, whether it conforms to your product's version and whether it is up to date.
- Read through the user information carefully before using the AMC.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the application.
- If individual features differ on the Aastra communications systems, a reference is made in this user's guide.

3 Introduction to the AMC

Thank you for using the AMC for Blackberry-based mobile phones. The AMC is a fixed-mobile convergence (FMC) application and runs on most phones based on the RIM Version 6.0 - 10. Blackberry devices with version 5.0 must be upgraded to 6.0 or later. Beachten Sie, dass der AMC fÃijr Android auch auf Blackberry OS 10.2.1 und neuer installiert werden kann! For those devices with an Android runtime, please make sure to refer to the AMC Manual for Android.

Fixed Mobile Convergence (FMC) is the integration of mobile phones into the fixed-line communications system of an enterprise. The AMC installed on your mobile phone behaves like this. It acts as a regular desk phone, supporting all of the important PBX features using mobile networks.

The AMC Solution utilizes existing networks, thereby avoiding additional installation costs. To start with, the existing mobile network or WLAN access point can be used.

3.1 Feature Overview

Your AMC is the key to a variety of communication services like:

1. Integrated usage of cellular networks via your corporate PBX
2. Access to PBX features (Conference, Consultation etc.)
3. Voice-over-IP (VoIP) telephony via WLAN or mobile data channel *
4. Automatic handovers (cellular network » WLAN, WLAN » cellular network)*
5. Mobile Least Cost Routing (HTTPS call back & Travel SIM) *
6. Corporate directory search *
7. IM and Presence *

Furthermore, as part of our AMC Solution, your AMC offers a range of features to make use of mobile least-cost routing (LCR) which enables you to make dynamic use of the most favorable rates depending on your location and on available networks. All user relevant information regarding the above mentioned possibilities and features will be given at the appropriate points throughout this manual.

The features marked with * require a license or depend on the used provider, the available network and the configuration by the administrator.

3.2 How to read this Manual

This manual is designed to guide you step by step through the installation, configuration and usage of your AMC, providing you with useful hints and advice to facilitate the handling of your AMC. Throughout this manual we will print any terminology used in the AMC or in the main menu of your mobile phone in *italic* letters.

This manual does not describe how to operate the other functionality of your mobile phone. Please refer to the documentation of the available desktop software or the user manual of the device itself. General pieces of information will be marked with the i-icon to the left.

Information for technicians and/or administrators will be given throughout this manual. Those pieces of information will be marked with the icon to the left.

It is possible to deploy settings over-the-air (*OTA Deployment*) via the AMCC. This is done with key-value pairs (settings' key and setting). With the icon to the left we will point out, where OTA deployment is possible. Please refer to the Aastra Mobile Client Controller Administrator Manual for a general description of *OTA Deployment*.

4 Restrictions

There are some restrictions on the Blackberry devices which the AMC is subject to.

New smart phone types/models are released every week. To avoid solution complexity and to ease management, it is recommended to implement a mobile phone policy in the company to standardize on a limited amount of phone models. A smart phone is like a computer. You have to reboot them now and then to ensure consistent behavior (the recommendation is once a day on average).

The AMC is a powerful application, and if you have all features turned on, the AMC as well as the data connections, battery life can in worst cases be 50% shorter (dependent on phone type, OS version, network and user scenarios).

There are a handful of destination numbers which are Emergency numbers (000, 110, 112, 118, 119, 911 and 999) which together with your mobile operator's service numbers will result in pure cellular calls ("Direct calls") where the AMC should be inactive. Please make sure these are not part of your number plan.

4.1 By Mobile HardWare Platform

Please note that there are certain restrictions for third-party applications on practically all mobile platforms. For the Blackberry platform in particular this comprises the lack of VoIP-capable Wi-Fi connections (only some devices), as well as certain settings in cellular networks.

Note: CDMA phones might not support Wi-Fi.

4.2 By Network (Cellular)

The functionality and features of the AMC are also subject to the used network. In cellular-only networks the AMC can send feature requests by calling the AMCC and transmitting feature codes via DTMF. The restriction here is the feedback from the system (AMCC). If no data connection is available, features requiring feedback (for example: checking the statuses for *Do not Disturb (DnD)* or *Call Forwarding*) are not available! If Dual-mode usage is part of the solution, you must make sure the Wi-Fi network is "Voice ready".

Some mobile network operators does not send out their Identity in the signaling available for the AMC to present in a Network status bar. If this is the case only "Cellular Network" will be presented.

4.3 By Mobile OS Version

Please note that some devices with the firmware version 4.5 slow down noticeably during operation (while placing calls, for example, the navigation reacts unusually slow). This is the case in the native dialer of these Smartphones and, as a consequence, also in the AMC.

Firmware Updates

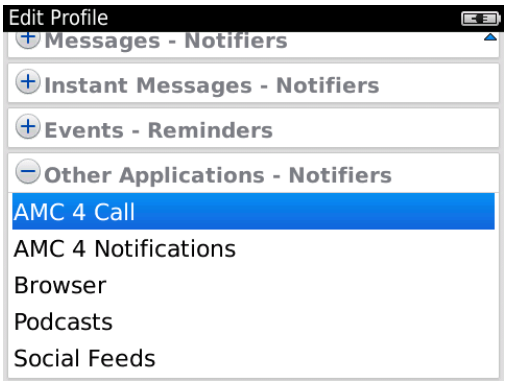
RIM releases regular firmware updates for Blackberry. It is recommended to regularly update the firmware of your device. After updating with the Desktop manager, the configuration of your AMC will be lost and must be reloaded.The application itself, however, will be preserved.

4.4 Details

- From version 7.1 on, handovers can only be done from VoIP to cellular networks.
- When a HTTPS Callback comes in and if the ring-tone volume is not low, a high frequency click sound can sometimes be heard. The generation of this cannot be influenced by the AMC.
- Which possibilities exist to present Caller-ID information received by cellular channel are limited by the mobile platform as such.
- The establishment of mobile-data connection when the AMC has been logged off or is activated from sleep mode, can be perceived as slow. Until the AMC is fully registered the call setup time will be longer. With a non-Operator-Supported SIM, the destination number will in this case be sent over DTMF.
- Muting, or changing the call volume during cellular calls always has to be done via the native dialer menu, which means that you have to leave the in-call screen of the AMC. A call muted in Wi-Fi will be unmuted by the mobile OS at handover to GSM/3G! On some (particularly older) devices there is no possibility to adapt the call volume.
- The default sound profile "Normal" sets notifications of third-party applications to "Silent". If the AMC doesn't replay ringtones, the sound profile has to be edited manually. In order to do that, look for the sub-profile "Other" in the Profile you would like to use. There you will find the setting "AMC call".

  This option can also be used to assign a specific ring tone to the AMC.
- Please note that in the case of a handover, the display will "wake up". When this occurs, please slightly remove the phone from your ear and then back to trigger the proximity sensor once more.

(a) Setting on older Blackberry devices .



(b) Setting on newer Blackberry devices .

- The Blackberry phones have keylock facilities that can password protect the phones. These keylocks apply to all applications and hence also to the AMC. The only exception to the keylock (if configured this way) is a cellular call which can be accepted without removing this keylock. However, this does not apply to VoIP calls in the same fashion. There you do need to enter the password, because this accesses application features of your device.

  Note: To do anything except accepting a cellular call (such as features, etc.), you will also need to enter the keylock.

- Since the keylock mentioned above can't be overruled by any application, it is not possible to display trueClip information.
- The AMC cannot recognize the connection of a headset. However, most times a connected headset will be used automatically. If this is not the case please use the option *Headset* in the in-call menu of the AMC.
- Bluetooth headsets could interfere with Wi-Fi systems, as both systems use 2.4 GHz frequency band contention can be an issue. Each Wi-Fi transmitter blocks out 20 of the available 79 Bluetooth channels. This is specifically valid for lower end Bluetooth headsets.
- RIM security timer needs to be allowed to be rested by AMC. If not allowed, users might have to type in password for answering and hanging up VoIP calls if device locking is enabled.
- To use fast call setup method via data channel for a cellular call, there must be access to 3G or Wi-Fi for the call setup signaling.
- To get automatic handovers between Wi-Fi and Cellular networks, "Enable handover" has to be selected in the AMC's "Options" menu.

- Dialing numbers of contact entries from within the AMC with an appended letter ”P” and the like is not supported.

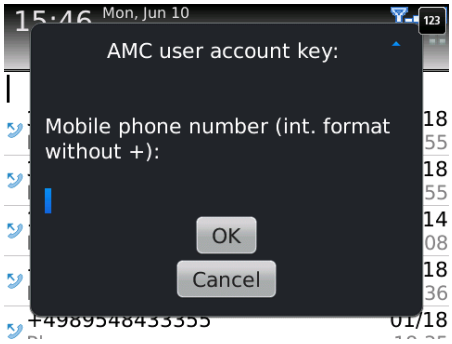
5 Data Usage Overview

The following table clarifies exactly how much data usage is required for individual services of the AMC. The settings governing the allowed usage of cellular data channels are described in 12.4 on page 46.

Setting/Service	Available Services and required data volumes
Packet Data Off	0KB, no features that require Packet Data can be used.
Packet Data Minimal	Approx. 3KB per Callback attempt, 10KB for the Corporate Contacts search with a typical result set of 5-10 users.
Packet Data Local Network & *GPRS Dynamic*	Approx. 5KB if the display is asleep (no data connection), approx. 30KB with *Maintain 3G Connection* per hour for registrations and keepalives with MWI, but without IM/ Presence 100KB for average IM/ Presence usage per hour. 300- 500KB per hour for feature usage in calls.
VoIP over 3G	Approx. 32**MB** per hour with AMR and approx. 78**MB** per hour with PCMU

6 (Initial) Configuration Download

The configuration for your AMC can be downloaded automatically when opening it for the first time. Before opening the AMC, make sure that a data channel (Wi-Fi or 3G) is available. When you open the application a pop-up window will appear (see screenshot):



1. If you have received an AMC User Account key, enter it into the pop-up window. Leave blank if you haven't received a key.
2. Enter your cellular number into the automatic pop-up window. Entering it with a leading plus sign is not necessary, but please provide the number including the country prefix.
3. Press "OK" to begin the configuration deployment to your AMC.
4. The AMC will notify you once the configuration download has ended and if further steps are necessary.

Figure 1: Download pop-up

→ After this all configuration data provided in the system will be saved and applied by your AMC.

Redirect Server

The deployment method "Redirect Server" will always appear if the client is unconfigured. Your administrator has the option to enable authentication via PIN. Contact him if the PIN-popup appears and you haven't received the PIN.

In the case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to either enter Registrar IP, Username and Password manually or to retry the automatic download. The AMC will then (re)try to download the configuration by the chosen method.

Troubleshooting: Re-download Configuration

In rare cases, the settings data may be corrupted when saved by the AMC. Should problems occur immediately after a configuration download, please re-download the configuration. To download the configuration data manually, open the *Settings* section on your AMC, then open the context-sensitive menu, and select the option *Configuration Download*.

Forced Configuration Download

In certain cases a configuration download can be forced from the AMCC to the AMC. If necessary for the application of new settings, the AMC will be rebooted automatically.

7 General Operation of the AMC

The AMC seeks to blend in seamlessly with the usability concepts of the platform it runs on, and tries to closely match the functionality of your smartphone's native phone application. The following chapter contains all user-relevant information for the AMC: how to navigate within the AMC, and how to use in- and out-of-call features.

7.1 Configure Wi-Fi Access Points (APs)

An essential service of the AMC is the VoIP telephony. It is here crucial to be connected to a Wi-Fi access point or have access to a mobile data channel in order to use this or the other features of your AMC . If Wi-Fi is not available, the AMC will communicate with the AMCC via the cellular network. If desired,mobile least-cost routing (LCR) features *Callback* come into play whenever there is no Wi-Fi connection. If Packet Data (GPRS or 3G) is available and allowed, it will be used to enable more comfortable access to your corporate PBX features such as Conference, Consultation etc.

The needed settings for Packet Data access are normally auto-configured by your mobile subscription provider. The following section describes the needed configuration to access a Wi-Fi access point. Please make sure the Wi-Fi settings on the phone as such are correctly configured and consult the documentation of your Blackberry for more detailed information.

Press the Blackberry button to see all available icons, enter *Manage Connections* and click in the Wi-Fi checkbox. You might have to select the Wi-Fi Options menu to setup a Wi-Fi connection if this has not already been done. For further information, please refer to your mobile phone User Guide.

Note: When in Wi-Fi, the default ring tone is *silence* for third-party applications. This can be changed in the native *Profiles* settings (refer to 4.4).

7.2 Opening the Application

After the installation, you will find the AMC in the *Applications* or *Download* folder of your device. It is recommended to move the AMC to an easy accessible place.

If configuration download fails, make sure the mobile data Access Point for your mobile provider is configured correctly (if unknown, see their web page).

Figure 2: Open the AMC by selecting its icon and pressing the Trackball. To enter the *Settings* press the Option Key and select *Settings*.

When you first open the AMC, a configuration download via the Redirect Service (as described in section 6) will be attempted. Enter your AMC User Account Key and mobile phone number (in international format) to attempt a download. A data connection is mandatory!

If the administrator has created the AMC license, it will be included in the configuration download. If added to the configuration, the LCR file will also be downloaded and then the feature file. Please don't close AMC before the download is complete.

Redirect Download Attempts

Until the settings Registrar, Username and Password have been set in the AMC, there will be a pop-up window every time AMC is started e.g. on the first start of the AMC and after a factory reset (refer to chapter 13).

Download Details

Go to the *Settings* screen and open the options to check the last successful deployments of Settings, LCR rules and Features under *Download Details*.

7.3 Home Screen Navigation

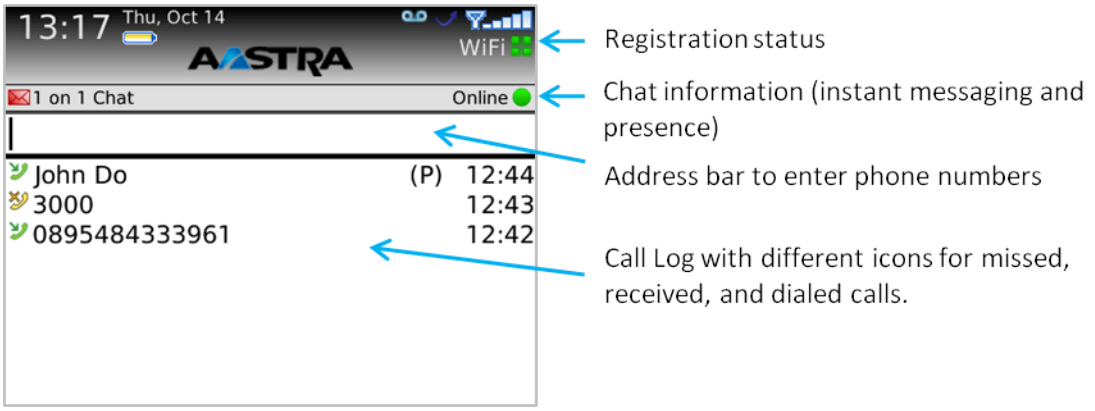


Figure 3: Explanation of the AMC home screen on Blackberry.

7.4 Registration Status

This registration icon indicates that there is a VoIP-capable data connection. This data connection may be Wi-Fi or Packet Data(refer to 12.4 for information about *Packet Data* settings).

This icon indicates a successfully established data connection. Features can usually be accessed perceivably faster. A SIP-connection is used for feedback and feature access. Please note that this connection produces traffic.

This icon indicates that a system registration is in progress.

The red icon appears if the system registration has failed. This may be caused by faulty user credentials. Please contact support if this problem persists.

You will see this icon if there is currently no data connection available, and therefore no system registration possible. Whenever a configured Access Point becomes available, the AMC can re-registers itself in the system if it is configured to do so. Please note that system registration (data access) is needed for fast mode call setup method.

Registrations in Data Networks other than Wi-Fi

Please note that certain settings have to be enabled for the AMC to register over Packet Data (refer to 12.4).

Static Roaming

When the AMC is turned off, calls will only be routed to the *GSM Number* of a user if *Static Roaming* is activated for this user. If *Static Roaming* is deactivated on the AMCC, the AMC will not be available in cellular-only networks.

8 Features of the AMC

The following explains all call related services of your AMC.

General Availability of Features

Available in- and out-call features depend on your PBX; for some features please consult your PBX documentation. More or less features than the ones described below might be available in your specific case. Features displayed by the AMC can be configured through the feature file and can hence even vary on a per-user basis. The Feature file is downloaded when you start your AMC the first time. It can also be downloaded manually. There can be several feature files available but only one is assigned per user.

Contacts Sorting

Sorting in the AMC is always done by Family name. This is not configurable as might be the case in the native Contacts. The reason is that access to this capability can differ widely.

Wi-Fi with Blackberry Smartphones

A number of Blackberrys do not support Wi-Fi. Please note that in such cases references to Packet Data only concern GPRS and the like, not Wi-Fi. Please refer to the documentation of your Blackberry to find out if Wi-Fi is supported. If your phone is Wi-Fi capable, please refer to section 7.1 for information about Wi-Fi Access Point configuration.

8.1 Placing Calls

Calls with the AMC can be made from within its screens and/or outside of them. This depends on your *Call Preference* configuration, refer to 12.5.To place a call using the AMC, type in or select a number in the *Contacts* screen or *Call List*, and press the green phone button. As soon as a call has been established, in-call features will become available (in Wi-Fi and cellular networks with or without Packet Data). If a Wi-Fi or Packet Data connection is available the AMCC will give feedback about the status of the call(s). This feedback will be displayed as icons at the end of the status line of a call.

Redial

A double touch of the green phone button will redial the last dialed number.

Call Setup Time

The call setup time when using the AMC is slightly longer than when using the native application, because the call is set up via the call manager (AMCC) in the enterprise network. If the AMC is registered over the cellular network the call setup time is usually less then 10 seconds. If the phone does not have access to data the call setup is done via DTMF which usual takes approx. 10-20 seconds.

Options Key

You can also enter or select a phone number (from the *Contacts* or *Call List* view), press the *Options* key (Blackberry key) and select a call type.

8.2 Accepting Calls

AMC calls can be accepted like all other calls by pressing the concerned key . Which calls are intercepted by the AMC is governed by the 12.5 setting.

Ringer off

From the latest version on, the incoming-call screen gives you the option to turn the ring tone off. This option is identical to the function of the native OS.

Caller ID

The AMC for Blackberry supports the transmission of Caller IDs ("see who's calling") via the AMCC. To make use of this possibility, and to not be subject to different policies regarding the transmission of Caller IDs of the different providers, Packet Data has to be set to *Local Network* or *GPRS Dynamic*; refer to 12.4.

8.3 Emergency Calls

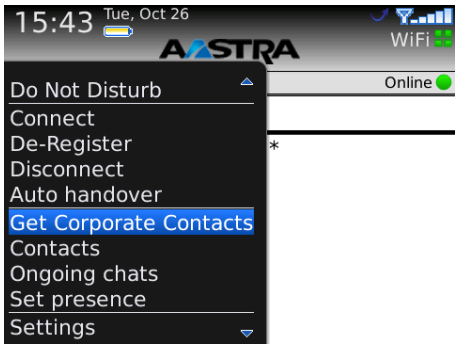
Emergency calls have to be placed as direct calls, i.e. not with the AMC.

This is done automatically for the major emergency numbers such as 112 and 911. Local emergency numbers that have to be dialed directly can be specified as Exception Numbers. Refer to 12.6 on page 49.

8.4 Corporate Phonebook

There are some differences between this contact screen and the native contact screen. The AMC also has some additional services, for example access to your *Corporate Contacts*.

Note: This is an optional feature and will only be visible if access on the AMCC side has been enabled, and your device has data connectivity. Please type at least two letters into the number field on the home screen to enable the corporate directory search in the menu. It is not possible to perform an empty search.



The main menu view offers the possibility to search your *Corporate Contacts* (in many cases an Active Directory server) if a data connection (Wi-Fi, GPRS etc.) is available. Select the option *Get Corporate Contacts*. You can either search on First or Last name but not on both.

Search Corporate Contacts

Type in at least two letters into the search field and press the icon to start the search. Upon a search request, the AMCC will only forward the first 25 results to the AMC. If that list does not contain the contact you are looking for, provide a more specific request.

Example: If entering the first four letters returns more than 25 items - and the one you are looking for is missing - enter the first 5 or 6 letters to further specify your search.

8.5 Call Types

There are several call types that you can select before dialing. They give you manual access to the potentially cost saving features of the AMC. Please see the picture below.

Automatic Routing

Administrators may specify and deploy routing rules (for Callback etc.) with in an (M)LCR Table and deploy it to the AMC.

Note: Which of the following call types are available and/or how they are routed (VoIP/-cellular) depends your AMC's settings and on your registration status. For example: Callback will not be offered if you are registrered for VoIP, because there is no advantage in using it.

8.5.1 Call

This is either a VoIP call (if the needed registration is available), or a Call-Through call for cellular connections.

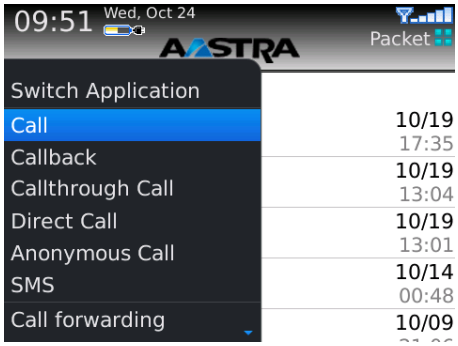


Figure 4: Call types

8.5.2 Callback

Demand a Callback and let yourself be connected with the called party. No call will be established from your smartphone. This may have a favorable effect on costs. A Callback is requested via HTTPS (default) or by calling the *Callback Number*. The HTTPS Callback is perceivably faster.

To use the *HTTPS Callback*, the *HTTPS Port* must be set (refer to 12.7.1) and packet data usage by the AMC must be allowed (refer to 12.4).

8.5.3 Call-through Call

If there is no registration or if the AMC is only registered for signaling (blue registration icon), you will have the option to select a call-through call to ensure that your call is routed through the system. Otherwise, i.d. if you are registered for VoIP (green icon) this call type will not be offered. In the native application however, this option is always available idependently from the system registration.

8.5.4 Direct Call (Mobile call without passing the PBX)

This option gives you the possibility to place a call "directly" through the mobile network. Such a call will then not be routed through your enterprise network.

8.5.5 Anonymous Call

When you select an *Anonymous Call* the called party will not see your caller ID. Unlike *Direct Call*, this feature has to be routed through your enterprise network.

Further Configuration

1. This is a PBX-driven feature. Not every PBX supports this.
2. The Anonymous Call Prefix has to be set in the *Settings* of your AMC, refer to 12.7.7.
3. An Access Code has to be configured on the AMCC to match the feature code that triggers an *Anonymous Call* on your PBX (please refer to the Aastra Mobile Client Controller Administrator Manual).

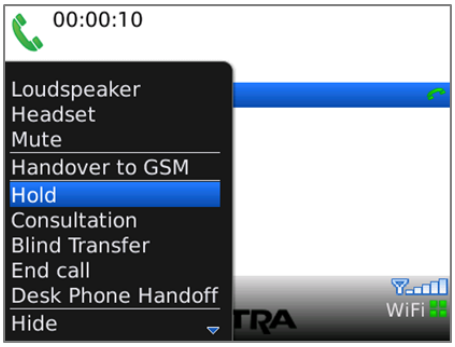
8.5.6 SMS

From the latest version on the AMC for Blackberry also offers the option "SMS" which opens the native messaging screen of the device. This option is also available in the contacts view.

8.6 In-Call Features

If a data channel (Wi-Fi or *Packet Data*) is available during a call, your AMC will enable the in-call features of your PBX.

Click on the main key (or menu button) of your phone to get to the in-call features.



Native Dialer Integration

Some options in the in-call menu derive from the native dialer (loudspeaker, mute etc). Touch the "Full Menu" button to access these options from the AMC. Please note that there might be known issues regarding this functionality (refer to section 4).

8.6.1 Hold call

A party can be put on hold by clicking the *Hold* option on the screen. You can resume the call at any time.

8.6.2 Enquiry/ Consultation

Clicking on this option[1] in the in-call features screen puts the currently active call on hold and opens the call screen where you can call a second party. A reconnect tone will be played back if the Enquiry fails (called party unavailable).

8.6.3 Blind Transfer

Transfer a call to a second party. Select this feature and choose a contact or select a number. Your call will be terminated and disappear from the home screen as soon as the other party has picked up.

8.6.4 Toggle, Complete Transfer, and Conference

If there are two active calls (one of them on *Hold*), you can *Toggle* back and forth between them, enter a three-party conference (*Complete conference*), or join the two calls (*Complete transfer*) and terminate the calls on your end.

[1] The name of this feature differs depending on the used Aastra Enterprise Communications PBX.It is either "Enquiry" or "Consultation".

8.6.5 Fast Forwarding

This option will forward the call to a predefined number. While in theory this can be any number, this feature is most often used to transfer the call to the desk phone with a single touch of a button. While the transfer to the predefined number is being executed, the AMC offers you the possibility to *Resume* the call (the transfer will be interrupted).

Please note that this feature is executed like a Blind Transfer. If your PBX does not support Blind Transfers, the Fast Forwarding feature will not be available.

For immediate transfer a *Fast Forwarding Number* has to be set (refer to 12.1.6). If no *Fast Forwarding Number* has been set, the AMC will open a keypad with which you can dial or choose a contact.

8.6.6 Handover to Cellular Networks (GSM)

It is possible to trigger a manual Handover to GSM/3G (cellular networks). You can find the selection in the AMC Main Menu (Blackberry button)when in call.

8.6.7 Handover to VoIP

It is also possible to trigger a manual Handover to VoIP if the Wi-Fi coverage is good enough, as above the selection can be found in the AMC Main Menu(Blackberry button). If the access point provides VoIP over 3G (Packet Data activated in AMC *Network Settings* and *Allow VoIP over 3G* checkbox selected) and a handover is made, it will not be possible to get back to a Wi-Fi access point during the call. This depends on that the phone can only have one single IP-address.

8.6.8 Automatic Handover to VoIP

If *Auto Handover* has been enabled in the settings of the AMC, a handover from Wi-Fi to Cellular will be performed automatically if the Wi-Fi signal strength gets too weak to maintain a reliable VoIP connection. A handover from Cellular to Wi-Fi on the other hand will be performed if a known network with sufficient quality gets into range during an ongoing cellular call. At the availability of a network with sufficient quality, the AMC will take some time to assure it is a stable connection before a handover is performed.

If an access point provides VoIP over 3G (and the AMC is set to use this), it will not be possible to get back to a Wi-Fi access point during the call. This depends on that the phone can only have one single IP address.

Note: A call muted in Wi-Fi will automatically be unmuted at handover to GSM/3G!

8.7 Out-Of-Call Features

Out-of-call features give you the possibility to use your smartphone as a full-fledged equivalent of a desk phone. Open the context-sensitive menu of the home screen to access the following out-call features.

8.7.1 Call Forwarding

You have the option to configure rules about when and to which destination *Call Forwarding* is to be done. There are three different rules: *Always*, *On no Reply* and on *Busy*. A different number may be configured for each of them.

Rules can be cancelled globally with *Cancel call forwarding* or switched on and off with *Toggle On/Off*.

If a call has been forwarded to your AMC, this will be indicated by a diversion arrow in front of the caller's number.

8.7.2 Call Pickup

A pick-up group is a group of people who are notified if one group member receives a call, for example a support group. If there is an inbound call for your pick-up group, the AMC will notify you with a pop-up window and give you the option to pick up the call. Clicking on *Call Pickup* in the *Features* screen also enables you to pick up the first incoming call for your pick-up group.

Pickup Groups

There might also be adjustments to be made on the AMCC and PBX-side. Please consult the Aastra Mobile Client Controller Administrator Manual (keywords: *PBX Access Codes*, *Pickup Groups*).

8.7.3 Call Retrieve

This out-call feature enables you to fetch a call from the waiting loop. If this does not work as expected, please verify that your PBX supports this feature, and contact support if the problem persists.

8.7.4 Voice Mail

Listen to your corporate voice mail with this option. Click on the selection in the AMC Main Menu. A waiting voice message will be indicated by a small cassette icon just left of the icon for the mobile network signal strength in the upper right corner of the AMC screen. Once you have listened and deleted your received voice mail(s) this icon will disappear.

If the settings needed for the Voicemail service have not been configured, this option will not be displayed.

Please note that a *Voice Mail Number* must be configured on the AMCC and your PBX.

8.7.5 Activate and Deactivate DnD

Temporarily disable your AMC as your corporate extension with Do-not-Disturb (DnD). This prevents inbound calls from being forwarded to your AMC (VoIP and cellular). *Deactivate DnD* to be available for inbound calls again.

8.7.6 Absence Info

By selecting the Absence Info menu you can set the absence reason and in some cases the day/time of return, in your PBX as well as cancelling already set information.

8.7.7 SIM Switch

This is a least-cost routing feature explained on page 42.

Use this option to activate a new SIM card. The latest version of the AMC allows you to add a new number to your User Account if 1) the system administrator has enabled this service and 2) if a data channel is available. If this service is deactivated or if there's no data connection, the number has to be assigned to your user account beforehand by your system administrator.
If Automatic Start is activated, and if the SIM card requires PIN activation, the AMC won't detect the new SIM card until the AMC was restarted.

Please note that this feature can be disabled by the system administrator! If deactivated, no SIM-Switch options will be available.

9 IM and Presence

The AMC enables basic mobile presence and the ability to chat with your smartphone. Immediately after the required settings have been configured (see infobox below), the Online/Offline Presence Status will be displayed in the Home screen (application bar).

Required Settings

IM/Presence has to be turned *On* (refer to 12.7.6) and the *Presence Domain* (refer to 12.7.5) has to be configured correctly on the AMC, and profiles of *XMPP Endpoints* and *XMPP User Accounts* or *SIMPLE User Accounts* have to be created on the AMCC. Please note that these settings can be turned off (and will then not appear in the AMC) on a global level via the AMCC!

IM/Presence Limitation

Please note that only Presence (no IM) is supported with the Aastra BluStar infrastructure. Options will in any case, even if settings are not disabled globally, be limited compared to the screenshots above.

9.1 Adding Contacts

The AMC will automatically make contacts available for chat (subscribe to a contact's Presense status) if the email address of a contact matches the configured Presence Domain. If you try to subscribe to users of the same domain with a chat client such as Pidgin, the contact's presence status will be visible after your invitation has been accepted.

For contacts with differing email addresses, an instant messaging ID has to be configured in the native phone book of your Blackberry:

- To add a contact open the native *Contacts* directory, open a contact and click *Edit*.
- Use a "Custom Field" to add an IM ID for a contact (see screenshot below).

Note: Please make sure that entered email addresses pass a validity test, i.e. they have to constist of the following: [name]@[domain].[xx]!

Most XMPP servers are case sensitive! Please make sure that email addresses are entered exactly as they are configured on the XMPP server. If this is not the case, Presence subscriptions will most likely fail!

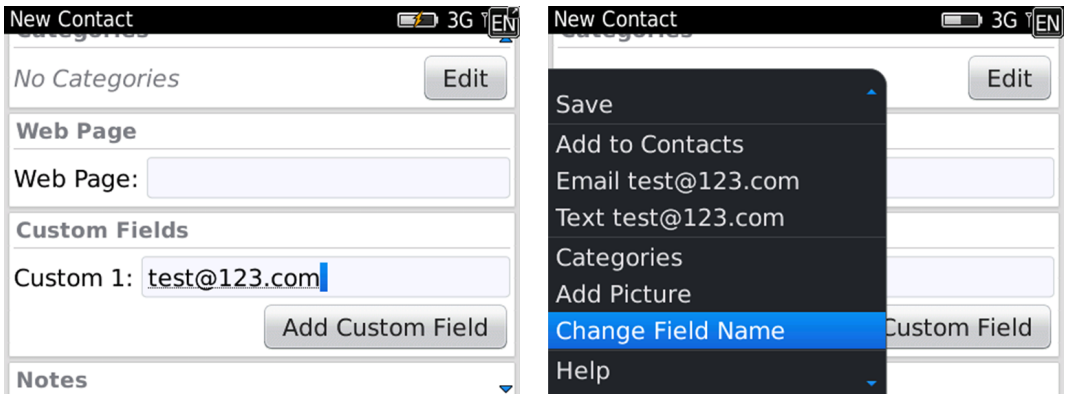


Figure 5: Native screens for adding IM IDs.

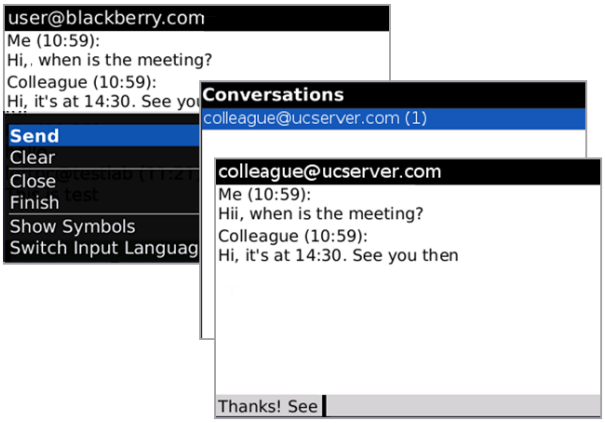
Adding users from other domains

If a contact's IM ID belongs to a different domain, this ID has to be set as a "Custom" field (see screenshots of the native Contacts above). The Blackberry address book gives you the possibility to rename this field, which might be helpful to improve the usability of the IM and Presence service.

Limitation

Please note that once added, a contact cannot be deleted, blocked or ignored. An option to delete IM/Presence contacts will be implemented in a later version of the AMC.

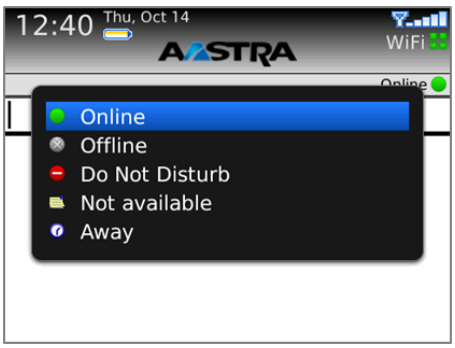
9.2 Chatting



Open the *Contacts* screen, open the context-sensitive menu and select the option to start a chat. Choose the IM recipient from your contacts. Once the *Chat* screen is open (see screenshot to the left), type in a message and click return to send your message.

9.3 Parallel Chats

It is also possible have several conversations at the same time. All ongoing chats will be displayed as a list in the Chat screen.



9.4 Setting the Presence Status

By default your first presence status will be *Offline*. To change this, select the option *Set Presence* in the chat-screen menu. In the screen shot to the left Online and Offline are the supported Presence States . Select the one you would like to apply.
Do not Disturb (DnD): This presence state is set automatically if there is an ongoing call. It will return to the previously set presence status after the call has been terminated.

10 Mobile Least-Cost Routing (MLCR)

The following explains how to actively use the features *Callback*, *Call through*, and *SIM Switch*.

About MLCR

It is possible to configure number patterns (first couple of digits of a phone number) which will trigger an automatic least-cost routing. These 'routing rules' can be deployed to the AMC from the AMCC (please refer to the Aastra Mobile Client Controller Administrator Manual). However, a different routing feature can be selected manually by the user even if these routing rules are present, refer to 8.5.

10.1 (HTTPS) Callback

Use Callback to reduce costs of outbound calls made via the AMC. In a Callback call the call to both the A- and B-party are setup from the PBX. How to start a *Callback* is explained in 8.5 on page 23. If your company makes global use of the MLCR, dialing certain phone numbers might trigger a *Callback* automatically! Rules for automatic routing can be made and deployed to the AMCs using the AMCC.

Note: The HTTPS Callback request goes through a data connection that might not be available or fail. In the case of failure, the AMC will automatically fall back to a Call-through call. The call is still placed through the PBX, however, you do not have the cost benefits anymore.

Configure the number that is to be dialed to trigger a *Callback* without HTTPS.

Like all FMC Numbers, the Callback Number should be configured in international format, i.e. with country code, to ensure that the AMC is always able to dial it independent on its location. How to use this and other call types with the mobile phone in hand is explained in section 8.5.

Alternative to HTTPS Callback

A Callback via the *Callback Number* will only be triggered if an LCR rule for a specific number pattern has been set on the AMC, or if the OTA-Key below has been set accordingly. LCR rules and OTA settings can be deployed via the AMCC; please refer to the AMCC Administrator Manual for a description of the LCR file and its deployment.

How Callback works

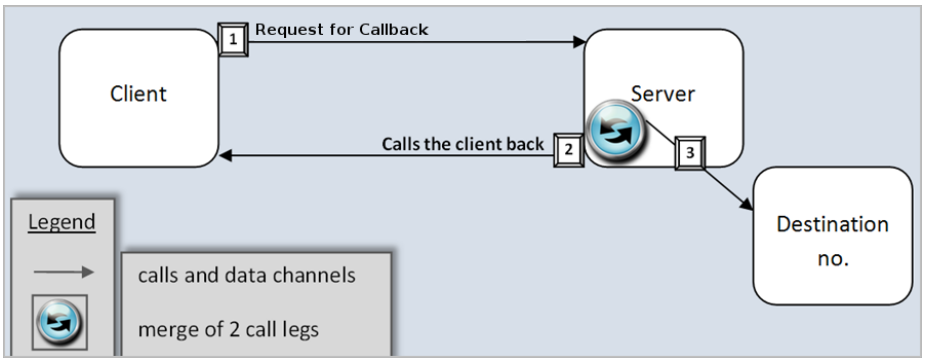


Figure 6: Simplified functionality of Callback.

A Callback is invoked via HTTPS or by calling the Callback Number configured in the *Settings* menu. The AMC also sends the phone number that you would actually like to call (1). The AMCC in return calls the AMC (2) and the destination number (3). The two calls are connected as soon as they are established.

Further Configuration: HTTPS Callback

HTTPS is enabled automatically on the AMCC. On the AMCs the use of packet data (refer to 12.4) has to be allowed. If HTTP or non-default ports (configurable in the *Hidden Settings*) are to be used, the settings on both, the AMCC and the AMCs, have to be adjusted.

10.2 SIM Switch

You can take advantage of using local SIM cards in different locations. Note that SIM Switch is a feature that is not part of the LCR file. There are two ways to activate a new SIM card.

1. If enabled, SIM Switch will be available in the *Option* menu of the home screen. Selecting SIM Switch will register your new SIM Card by setting up an unanswered call to the AMCC.
2. After insertion of the new SIM card, the AMC will open a dialog in which you can select to execute a SIM Switch and register your new SIM card. If you select the option *Later*, the pop-up will reappear at the next startup.

Your system administrator has the option to allow new SIM cards, i.e. new cellular numbers, to be added to a user account. If this option is not used, new SIM numbers have to be configured in the AMCC beforehand to be able to register them from the AMC.

Several Number Support

The AMC Solution is able to manage several SIM Cards (*GSM Numbers*) per user. Please refer to page 42 for general setup and functionality. A SIM number must not be used more than once in your system!

11 User Settings

There are a couple of mandatory settings that have to be configured to be able to use all of your AMC's features. All settings, mandatory and optional, are explained in this chapter.

Configuration Deployment via Redirect Server

If the option "Redirect Server" is used in the deployment facility of the AMCC, the user only has to enter his or her mobile phone number at the first start of the AMC to receive the complete configuration for the AMC.

In the Case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to enter Registrar IP, Username and Password manually. The AMC will then try to download the configuration with this information.

Configuration Loss with Firmware Updates

Configurations are lost with a firmware update. After a firmware update is complete, configurations have to be redeployed by the system administrator!

Never change preconfigured Settings!

Every number has to be configured on the AMCC, and will hence in most cases be preconfigured on the AMC. If one of them does not work properly, ask your administrator to check if the according feature has been activated for your User Account on the AMCC. If your AMC has been preconfigured, simply skip the Configuration chapter. However, you may want to consult it, to fully understand how your AMC works.

11.1 Options Menu

The following setting are available in the *Options* menu of your AMC.

11.1.1 Auto Handover

Disable or enable automatic handovers from Wi-Fi to cellular networks and vice versa. If this is enabled, a handover from Wi-Fi will be performed automatically if the Wi-Fi signal strength decreases too much to maintain a reliable VoIP connection. A handover to Wi-Fi on the other hand will be performed if a known network with sufficient quality gets into range during an ongoing cellular call.

11.2 Dual Mode

Select *Cellular Only*, *Single Mode* or *Dual Mode*:

If set to *Cellular Only*, the AMC will only allow connections to cellular networks.

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the Blackberry device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.4.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native Blackberry application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

11.3 Network Preferences

Unlike Wi-Fi connections, cellular connections cannot carry data. A data channel is not necessary to make use of certain services, such as accessing PBX (in-call) features, but it makes signaling faster. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

11.3.1 Allow VoIP over 3G

The checkbox *Allow VoIP over 3G* allows incoming and outgoing VoIP calls to be established over *Packet Data* connections. It also keeps a packet-data connection open even if the screen backlight is turned off by the operating system due to user inactivity. This enables a constant system registration and with it, succesfull receptions of incoming responses to service requests.

11.3.2 Maintain 3G Connection

The setting *Maintain 3G Connection* is a subset of *Allow VoIP over 3G*, i.e., it keeps packet-data connections open even if the backlight is turned off, but it does not allow this connection to be used for VoIP. Please note that without enabling either of these two settings, a packet-data connection is interrupted whenever the backlight is turned off.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 13 contains information about the amount of data consumed by certain features.

11.4 Call Preference

By setting the *Dial Mode* you can configure in which situations your AMC shall handle incoming and outgoing calls.

The rule you choose here will only be applied if the AMC is activated.

11.4.1 Dual Identity

In Dual Identity mode your AMC will only handle calls made from within the AMC. Calls made from the native Blackberry menu, will not be handled by the AMC automatically.

11.4.2 Always AMC

With this setting, the AMC is automatically used for all calls. This means that even calls initiated from the native dialer will be handled by the AMC!

Please make sure that the native setting "Send my caller ID" is set to "Set By Network" under "Call Settings" if this option is used.

11.5 Exception Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

11.6 Misc. Settings

11.6.1 IM/Presence enabled

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 9 to learn more about this functionality.

The *Presence Domain* setting will not be lost even if this option is disabled!

11.6.2 Automatic Start

If *Automatic Start* is enabled, the AMC will be started automatically whenever the phone is switched on.

11.6.3 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

This will only be applied when you are not in a roaming state.

11.7 Logging

Activate the collection of log messages by checking the option *Enable File Logging* and selecting the log level (Debug, Info, Warning, Error or Critical) at which logging shall begin. A log file with error messages will be saved on the device. This log file is only accessible via the Blackberry Media Manager (`home/user/amc/debug_log.txt`).

If there are issues with the Caller ID, use the option "Simple Logging". All logs regarding Caller ID transmission will then be saved to the file `simple_log.txt`.

Open the context-sensitive menu in this screen to forward the log file via email.

12 Administrator Settings

Passphrases change over time (every day/24h), and can be retrieved from our support team. These settings are blocked from user modification to ensure aptness of settings.

Administrators: Use the AMCC to configure settings remotely!

12.1 FMC Numbers

In order to take advantage of the available AMC Solution features the AMC and the AMCC "communicate" via special numbers which must be configured on the AMCC to trigger a certain behavior in cellular networks.

12.1.1 PBX Dialing-in Number

The *PBX Dialing-in Number* is used for cellular calls. It is used by the AMC to route the calls through your company network (AMCC). It makes extension dialing from the AMC possible i.e. (calling colleagues via their extensions numbers and not their full numbers). It also ensures that your corporate phone number is displayed to the called party and not the number of your currently used SIM card.

AMCC-Side

This number has to be configured for the *PBX Dialing-in* purpose on the AMCC!

E.164 Format

The *PBX Dialing-in Number* has to be configured in E.164 format to ensure that the AMC is always able to dial it independently from its location.

12.1.2 Callback Number

Configure the number that is to be dialed to trigger a *Callback* without HTTPS.

Like all FMC Numbers, the Callback Number should be configured in international format, i.e. with country code, to ensure that the AMC is always able to dial it independent on its location. How to use this and other call types with the mobile phone in hand is explained in section 8.5.

Alternative to HTTPS Callback

A Callback via the *Callback Number* will only be triggered if an LCR rule for a specific number pattern has been set on the AMC, or if the OTA-Key below has been set accordingly. LCR rules and OTA settings can be deployed via the AMCC; please refer to the AMCC Administrator Manual for a description of the LCR file and its deployment.

How Callback works

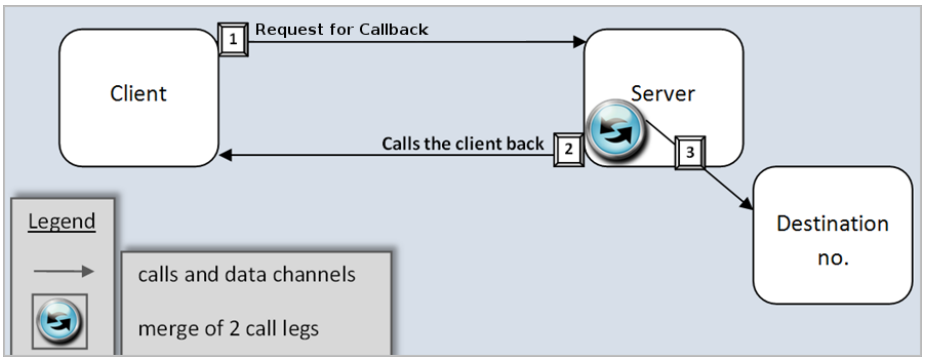


Figure 7: Simplified functionality of Callback.

A Callback is invoked via HTTPS or by calling the Callback Number configured in the *Settings* menu. The AMC also sends the phone number that you would actually like to call (1). The AMCC in return calls the AMC (2) and the destination number (3). The two calls are connected as soon as they are established.

Further Configuration: HTTPS Callback

HTTPS is enabled automatically on the AMCC. On the AMCs the use of packet data (refer to 12.4) has to be allowed. If HTTP or non-default ports (configurable in the *Hidden Settings*) are to be used, the settings on both, the AMCC and the AMCs, have to be adjusted.

12.1.3 SIM Switch Number

If you select *Activate SIM Card* in the main menu, the AMC uses this number to communicate to the AMCC that a new SIM card has been inserted. If the number of this SIM card is configured for your *User Account* on the AMCC, your new SIM card will be activated and you will be able to take advantage of the features of the AMC Solution.

`Sim-Switch-Number:` [digits]

Advantage of SIM Switch

All of the services offered by the AMC are exclusively available for configured users. However, some users might have several SIM cards, mostly for taking advantage of lower tariffs in different countries. It is possible to configure up to ten cell phone (SIM card) numbers per user, but only one at a time will be "active".

How it works

A call to *SIM Switch* number is placed and hung up immediately. This guarantees that the call is free of charge since it is never really established. If the SIM Switch request was unsuccessful, you will not be able to make calls from now on, since the AMCC cannot authenticate you. Such a failure should not happen, unless your new SIM number was configured incorrectly on the AMCC.

What to do if SIM Switch doesn't work

If Automatic Start is activated, and if the SIM card requires PIN activation, the AMC won't detect the new SIM card until the AMC was restarted. Restart the AMC to see if the problem persists.
Your previously used SIM card will continue to work, unless there is a problem on the AMCC-side: Check if there is a temporary problem by reinserting the former SIM card. If it does not work, the error is likely to be located at the AMCC.
If repeated attempts to Activate SIM Cards fail and if the configured number of the second SIM card is correct, the reason could be an improper Caller ID sent from your new SIM card. In those cases the switch has to be conducted manually on the AMCC.

12.1.4 MTC Number(s)

MTC stands for Mobile Terminated Call. The *MTC Number* will be associated as Caller ID for your corporate system (AMCC). You could say that this is the identification the AMCC uses towards the AMC. If the *MTC Number* is set, all Enterprise calls must come with this Caller ID otherwise they will not be handled by the AMC. In order to make sure that the number is positively matched, you have to enter your PBX number in international format.

Use Case

The *MTC Number* or prefix identifies a call as an Enterprise (AMC) Call. All AMC Solution features become available for identified *Enterprise Calls*.

`Mtc-Number:` [digits]

12.1.5 Voice Mail Number

If your Voice Mail is configured here, you have the possibility to access your corporate voice mail messages via the AMC.

12.1.6 Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination In most cases this will be your desk-phone number, but it can be any number. The AMC will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

`Fast-Forward-Number:` [digits]

12.2 Dual Mode

Select *Cellular Only*, *Single Mode* or *Dual Mode*:

If set to *Cellular Only*, the AMC will only allow connections to cellular networks.

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the Blackberry device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.4.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native Blackberry application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

`Dual-Mode`: GSM_MODE, SINGLE_MODE, DUAL_MODE

12.3 VoIP Settings

12.3.1 Registrar and Port Settings

The IP address and port that have to be entered here, as well as your user credentials, should be given to you by your system administrator.

12.3.2 Username and Password

The *Username* is the username that has been registered on the AMCC. Usually it is your corporate phone number (to make it unique in the system). The *Password* is the one that belongs to your username in the AMCC.

12.3.3 Preferred VoIP Codec

Select the preferred codec for VoIP (ARM or u-law). As you can see in the Data Usage Overview (section 5), AMR requires less MB per hour than u-law (PCMU).

12.4 Network Settings

Unlike Wi-Fi connections, cellular connections cannot carry data. A data channel is not necessary to make use of certain services, such as accessing PBX (in-call) features, but it makes signaling faster. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

12.4.1 Allow VoIP over 3G

The checkbox *Allow VoIP over 3G* allows incoming and outgoing VoIP calls to be established over *Packet Data* connections. It also keeps a packet-data connection open even if the screen backlight is turned off by the operating system due to user inactivity. This enables a constant system registration and with it, succesfull receptions of incoming responses to service requests.

12.4.2 Maintain 3G Connection

The setting *Maintain 3G Connection* is a subset of *Allow VoIP over 3G*, i.e., it keeps packet-data connections open even if the backlight is turned off, but it does not allow this connection to be used for VoIP. Please note that without enabling either of these two settings, a packet-data connection is interrupted whenever the backlight is turned off.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 13 contains information about the amount of data consumed by certain features.

`Dual-Mode-Network:`

GPRS_OFF, GPRS_MINIMAL (default), , GPRS_DYNAMIC, GPRS_LOCAL_NETWORK

12.4.3 Connect via BES

With the activation of the setting *Connect via BES* all connections will be handled over the Blackberry Enterprise Server (BES); no APNs have to be set if this is enabled. Please note that *Connect via BES* can't be combined with *Allow VoIP over 3G*! Connections via the BES are currently only intended (and can therefore only be used) for signaling.

`Connect-Via-BES:` true or false.

12.5 Call Preference

By setting the *Dial Mode* you can configure in which situations your AMC shall handle incoming and outgoing calls.

The rule you choose here will only be applied if the AMC is activated.

`Call-Preference:` ENTERPRISE_ONLY and DUAL_IDENTITY (default)

12.5.1 Dual Identity

In Dual Identity mode your AMC will only handle calls made from within the AMC. Calls made from the native Blackberry menu, will not be handled by the AMC automatically.

12.5.2 Always AMC

With this setting, the AMC is automatically used for all calls. This means that even calls initiated from the native dialer will be handled by the AMC!

Please make sure that the native setting "Send my caller ID" is set to "Set By Network" under "Call Settings" if this option is used.

12.5.3 Background Mode

This setting shifts the AMC into the background, but calls will be handled by it and its features will be available.

This feature might be disabled.

12.6 Exception Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

`Premium-Service-Numbers`: [digits]-[digits]-[digits]

12.7 Misc. Settings

12.7.1 HTTPS Port

If a port is configured here and if HTTP(S) has been activated on your AMCC, data connections will be established automatically whenever necessary(for Callbacks, to access the Corporate Contacts etc.).

`Https-Port`: default is 448 for HTTPS (default protocol) and 80 for HTTP.

Information about HTTPS

Whenever Hypertext Transfer Protocol Secure (HTTPS) is used, you will be asked to accept a certificate for security reasons. Go to your smartphone's native menu and open *Options* » *Security Options* » *Certificates* to generally allow this certificate.

12.7.2 International Prefix

In this field you can specify with which characters a leading plus "+" should be replaced whenever it is signaled in DTMF.

`Plus-Substitution-Target`: default is " #* "

12.7.3 Maximum Number Length

The *Maximum Number Length* determines after how many digits (of a phone number) the AMC will send DTMF (in cellular networks). In most cases, this depends on the first network device on the way (gateways and trunks in many countries support up to 19 sometimes even 21 digits). To ensure the correct functionality, simply set this value to "0".

Attention

This setting can be used to expedite the dialing of Call-through calls, basically getting it to the same level as with operator supported dialing (OSD) functions enabled. This feature will attach the destination number to the Call-through number. It does not require a data connection. You should however be aware that it only works in countries without fixed number lengths and if you have a trunk with your carrier that allows passing the additional digits.

`Max-GSM-Number-Length`: default is 0

12.7.4 OTA-URL

If the Redirect-Server option isn't used to download the configuration (refer to 6), the OTA-URL setting can be used to specify a custom link (HTTP oder HTTPS) to the configuration data.

Which Settings will be downloaded?

All data present on the AMCC will be pulled (configuration entered in the GUI as well as the *OTA Configuration* entered and saved in the *LCR/OTA/Feature File* editor (*Client Deployment* tab).
Please refer to page 35 where the **Configuration Deployment** facility is described for the AMC part.

12.7.5 Presence Domain

If you would like to use the IM and Presence service of the AMC, the host URI of the desired Presence Domain in your network has to be entered here. Contact your administrator for further information. As soon as the Presence Domain has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

`IM-Host:` domain name or IP address - please use consistenly domain names or IP addresses for all settings of the AMC which require this kind of information.

12.7.6 IM/Presence enabled

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 9 to learn more about this functionality.

The *Presence Domain* setting will not be lost even if this option is disabled!

`IM-Enabled:` true, false (default)

12.7.7 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the call options menu.

This has to be configured as a *PBX Access Code* on the AMCC!

`Prefix-Anonymous:` default is empty.

12.7.8 Automatic Start

If *Automatic Start* is enabled, the AMC will be started automatically whenever the phone is switched on.

`Auto-Start:` true or false (default)

12.7.9 Show 'Close' in menu

Checking this box simply adds the option *Close* to the AMC's menu.

`Show-Exit-Application:` true or false

12.7.10 LCR enabled

This option will make the AMC adhere to least-cost-routing (LCR) rules if a rule set has been deployed along with the AMC configuration.

Refer to page 35 for information about **Configuration Deployment**. See section 12.1.2 for the description of the most used LCR feature: *Callback*. The Aastra Mobile Client Controller Administrator Manual contains in depth information about the configuration of LCR rules.

`Lcr-Enabled:` set to true or false.

12.7.11 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

This will only be applied when you are not in a roaming state.

`OperatorSupported:` true or false (default).

12.8 Logging

Activate the collection of log messages by checking the option *Enable File Logging* and selecting the log level (Debug, Info, Warning, Error or Critical) at which logging shall begin. A log file with error messages will be saved on the device. This log file is only accessible via the Blackberry Media Manager (`home/user/amc/debug_log.txt`).

If there are issues with the Caller ID, use the option "Simple Logging". All logs regarding Caller ID transmission will then be saved to the file `simple_log.txt`.

Open the context-sensitive menu in this screen to forward the log file via email.

13 Factory Reset of the AMC

It is possible to do a quick, but complete factory reset. Open the *Settings* and click on the *Options* key for a context-sensitive menu. It will give you the option to execute a factory reset which will delete all configurations made.

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